

Casualty Assistance Process: Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs

Point of Contact

Division: Soldier Family Support and Services Division (ARNG-HRF)

Description

The Casualty Assistance Officer (CAO) provides support, guidance and assistance to NOK after notification of the casualty. The Casualty Notification Officer (CNO) and CAO will not be the same person. The CAO will assist the NOK in receiving benefits and entitlements. The CAO's duties fall into three phases. In the first phase, the CAO conducts the initial meeting with the NOK, verifying NOK information and gathering information for the Death Gratuity payment. In the second phase, the CAO is responsible for returning the remains (Planeside Honors), and assisting the NOK during the funeral. In the last phase, the CAO is responsible for assisting the NOK with applying for benefits, requesting official reports, and receiving the Soldier's personal effects (PE).

Regulations and Supporting Resources

[AR 600-8-1, Army Casualty Program](#)

[AR 638-2, Care and Disposition of Remains and Disposition of Personal Effects](#)

[Army Casualty Notification and Assistance Guide](#)

[DA PAM 638-2, Care and Disposition of Remains and Disposition of Personal Effects](#)

[Military Benefits Website](#)

[Military OneSource Website](#)

[U.S. Army Human Resources Command Website](#)

[U.S. Department of Veterans Affairs Website](#)

[U.S. Department of Veterans Affairs - Bereavement Counseling Website](#)

[U.S. Department of Veterans Affairs - State Benefits Website](#)

Documents and Forms

[A Survivor's Guide to Benefits: Taking Care of Our Own](#)

Authorization for Disclosure of Information - Members of Congress

Authorization for Disclosure of Information - Third Parties

CAO After Action Report (AAR)

Casualty Assistance Referral Card

Casualty Report (CR)

[CJMAB Form 4, Election for Air Transportation of Remains from a Theater of Combat Operations](#)

[CJMAB Form 8, Disposition of Organs Retained for Extended Examination](#)

CMAOC Form 5, Election for Transportation of Remains When Distance is Less Than 300 Miles

CMAOC Training, Casualty Assistance Officer (CAO)

[DA Form 1594, Daily Staff Journal or Duty Officer's Log](#)

[DA Form 2204-R, Casualty Assistance Report](#)

[DA Form 7302, Disposition of Remains Statement](#)

DA Form xxxxR, Record of Casualty Notification Actions

[DD Form 1300, Report of Casualty](#)

[DD Form 1351-2, Travel Voucher or Subvoucher](#)

[DD Form 2656-7, Verification for Survivor Annuity](#)

[DD Form 93, Record of Emergency Data](#)

[DFAS-CL Form 1059, Direct Deposit Authorization](#)

[IRS Form W4-P, Withholding Certificate for Pension or Annuity Payments](#)

Release Form Regarding Army Emergency Relief (AER)

[SF 1199A, Direct Deposit Sign-Up Form](#)

[State and Territorial Support For Members of the National Guard, the Reserves and Their Families](#)

Survivor's Benefit Plan Beneficiary Worksheet

Survivor's Benefit Plan Counseling Checklist

Related Processes

[Active Duty Casualty Notification In-Theatre Process](#)

When a Soldier is a casualty while on active duty

[Active Duty Status Casualty Notification Process](#)

When a Soldier is a casualty while on active duty status (IAW AR 600-8-1)

[Army Emergency Relief \(AER\) Process](#)

Determining eligibility and receiving AER benefits

[Casualty Escort Process](#)

The Escort Officer's (EO) mission is to accompany the casualty's remains while in transport

[Casualty Notification Process](#)

Ensuring next of kin (NOK) are notified of the casualty

[Casualty Notification Officer \(CNO\) and Casualty Assistance Officer \(CAO\) Training Process](#)

For eligible Soldiers to receive training to become a CNO or CAO

[Claim for Unpaid Compensation of Deceased Member of the Uniformed Services \(SF 1174\) Process](#)

Ensuring the SF 1174 is completed for all beneficiaries listed on the DD Form 93

[Conduct Military Funeral Honors \(MFH\) Process](#)

The gravesite funeral services provided to Veterans

[CONUS Retrieval and Return of Personal Effects \(PE\) Process](#)

To ensure a Soldier's PE are safeguarded and delivered to the person(s) eligible to receive effects (PERE)

[Death Gratuity Process](#)

Ensuring beneficiary(ies) receives death gratuity payment

[Death Occurring in a Non-Duty Status Notification Process](#)

When a death occurs while a Soldier is not on active duty or in any type of duty status

[Dependency and Indemnity Compensation \(DIC\) Process](#)

Ensuring the next of kin (NOK) is aware of and, if eligible, receives DIC benefit

[Disassociated Remains Process](#)

Notifying the person authorized to direct disposition (PADD) of disassociated remains

[Funeral Reimbursement Process](#)

Requesting payment of funeral and/or interment expenses

[In-Theatre Retrieval and Return of Personal Effects \(PE\) Process](#)

To ensure a Soldier's PE are safeguarded and delivered to the person(s) eligible to receive effects (PERE)

[Input New Casualty Mission into CMM Database Process](#)

To track mission output and participants within a State using the Casualty Mission Management (CMM) database

[Internment at Arlington National Cemetery \(ANC\) Process](#)

Assisting the Family with determining and preparing for the burial of a fallen Soldier or eligible Veteran at ANC

[Killed in Training or Operational Accident Process](#)

Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)

[Posthumous Awards Process](#)

Providing casualty with appropriate posthumous Federal and State awards

[Posthumous Citizenship Process](#)

Granting of U.S. citizenship to a casualty and/or surviving Family

[Posthumous Promotion Process](#)

Awarding of posthumous promotions

[Request for Orders \(RFO\) and Line of Accounting \(LOA\) Authorization Process](#)

Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from NGB

[Servicemembers' Group Life Insurance \(SGLI\) Process](#)

Identifying and assisting the SGLI beneficiary to receive the SGLI payment

[Survivor Military ID Cards Issuing Process](#)

Receiving new military ID cards after the death of a Soldier for the surviving Family

[Survivor Social Security Benefit Process](#)

How eligible Survivors apply and receive the Social Security benefit

[Survivor TRICARE Benefits Process](#)

Determining eligibility and enrollment of Survivors in TRICARE after the death of a Soldier on active duty

[Survivor's Benefit Plan \(SBP\) Process](#)

Determining eligibility and assisting the Survivor to receive SBP monthly annuity

[Survivors' and Dependents' Educational Assistance \(DEA\) Process](#)

Ensuring the next of kin (NOK) is aware of and, if eligible, receives DEA benefit

[Thrift Savings Plan \(TSP\) Process](#)

Identifying and assisting the beneficiary to receive the TSP payment

[Veteran Affairs \(VA\) Burial Allowances Process](#)

Ensuring the next of kin (NOK) applies for partial reimbursements for eligible Veteran's burial and funeral costs

[Veteran Affairs \(VA\) Burial Process](#)

Notifying and assisting the next of kin (NOK) with the option to bury the Soldier at a VA National Cemetery

Systems

N/A

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